



Shigaeva Nadezhda

Female, 34 years, born on 4 December 1988

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Reside in: Saint Petersburg

Citizenship: Russia, work permit at: Russia

Ready to relocate: UAE, India, Turkey, ready for business trips

Desired position and salary

Hotel General Manager

Specializations:

- Chief operating officer (COO)
- Chief executive officer (CEO)

Employment: full time

Work schedule: full day

Desired travel time to work: less than hour

Work experience — 15 years 2 months

May 2022 — till
now
9 months

Pullman & Mercure Sochi Centre Hotel

Sochi, www.pullman-sochi-centre.ru/ru/

Hotels, Restaurants, Food Service Industry, Catering

- Hotel

HOTEL MANAGER

2 Business&Leasure Hotels

151 rooms (Pullman) and 200 rooms in Mercure

100+ subordinates

- Full operational and administrative control
- Sales - contracting, developing and managing sales budget, regular meetings with corporate clients, building relationship with Government and city Administration, hotel promotion (online and offline, Instagram)
- Revenue management - forecasting, reporting, price loading in DATA web, pick up control,
- Finance control - daily reporting to owner, 1c daily routine, monthly P&L reporting, budgeting (year, month), daily controls for FO/FB/SPA revenues
- FO and Quality control (95 overall score in Trust You and on Booking.com) - creating and providing trainings and learning of FO team, review control and answering, setting targets for the team and achievement control, LQA and BARE standards control
- creating and participating in FB activities
- SPA and beach control - budgeting, quality control
- HR control - EFTE calculation, recruiting, salary control, motivation schemes for departments, SOP compliance
- daily HOD meetings, weekly operational meetings (FO, Quality, FB), Sales and Revenue meetings
- building good relations with owners, monthly BRM meetings
- create and implement e-tips project for FO and HK staff
- being a face of the hotel, represent it in each and every step (presentations, meetings, events)
- Pullman became the best upscale hotel in Northern Europe (by Accorhotels) in 2023 by Quality
- AA mark for HACCP audit in 2023
- 85% compliance for Financial and Operational Audit 2023

- got the highest mark for Fire Safety Audit in 2023

August 2020 —
May 2022
1 year 10 months

Mercure Blagoveshchensk

mercure.com/b1c6

Hotels, Restaurants, Food Service Industry, Catering

- Hotel

General Manager

Business Hotel

90 rooms

100 subordinates

- Full operational and administrative control
- Hotel reopening after longtime closure (because of pandemic)
- Sales - contracting, developing and managing sales budget, regular meetings with corporate clients, building relationship with Government and city Administration, hotel promotion (online and offline, Instagram)
- Revenue management - forecasting, reporting, price loading in DATA web, pick up control,
- Finance control - daily reporting to owner, 1c daily routine, monthly P&L reporting, budgeting (year, month)
- FO and quality control (95 overall score in Trust You and on Booking.com) - creating and providing trainings and learning of FO team, review control and answering, setting targets for the team and achievement control
- creating and participating in FB activities (1 restaurant and 2 conference rooms)
- HR control - recruiting, salary control, motivation schemes for departments, SOP compliance
- weekly HOD meetings, building relations with owners
- create and implement it-project for getting rid of papers from all the rooms
- being a face of the hotel, represent it in each and every step - got 2 diplomas from the Government of Amur region for tourism development in the city and region
- hotel became the best midscale hotel in Northern Europe (by Accorhotels) in 2021 by Quality
- hotel was a finalist in the Russian Hospitality Awards in "Opening of the Year" category

April 2019 —
August 2020
1 year 5 months

Meininger Hotel St. Petersburg Nikolsky

Saint Petersburg

Hotels, Restaurants, Food Service Industry, Catering

- Hotel

General Manager

Leisure hotel

158 rooms

15 subordinates

- development and implementation of operational standards for the FO
- work to increase guest loyalty, regularly respond to reviews, work with complaints. Increase an average score on Booking.com from 8.7 to 9.0
- Introduction of a showcase with products for sale for hotel guests (souvenirs, personal hygiene products, etc.)
- regular internal audits of guest rooms and public areas
- completing a plan to eliminate comments and control its implementation
- Development of breakfast menu, development of lunch and dinner menu for groups
- Monthly food cost calculation and sending reports to the owner
- Preparation and holding of corporate events for guests and partners
- Monthly reporting to operating management
- Conducting meetings with HODs
- Working with outsourcing companies
- Maintenance of work schedules and delivery timesheets to HR department

- Recruiting, hiring personnel, conducting education and training
- Control of the availability of the necessary equipment, consumables and their technical condition, control of the availability of products in the kitchen, preparation of purchase orders and replacement of a Purchasing specialist during his absence

January 2018 —
April 2019
1 year 4 months

Lotte Hotel Samara

Samara, www.lottehotelsamara.com/

Hotels, Restaurants, Food Service Industry, Catering

- Hotel

Director of Rooms

Business Hotel

Pre-opening

193 rooms

- participation in pre-opening project - 1st luxury hotel in region
- Launch and preparation of the hotel for participation in the FIFA 2018 Championship (Lotte Samara - the official Hotel for hosting of national teams)
- organization of effective work of the reception and accommodation service (including Reception, guest relations, concierge) and Reservation Department during the period of pre-opening
- organization of the work of departments during the World Cup 2018
- organization of work of services in accordance with the standards of the Lotte network
- organization and conducting of trainings for staff during the opening
- Participation in the procedure of classification of the hotel and other state controls before opening
- constant interaction with the economic and technical services, regular check of the availability of rooms, their configuration, technical condition
- regular interaction with the sales department in terms of pricing (revenue), creation of packages, rates, putting them in the PMS
- work with guests, response to complaints
- contractual work - search for potential partners (taxis, excursions, etc) and the conclusion of contracts for the effective work of services

January 2018 —
February 2018
2 months

Lotte Moscow

Moscow

Director of Rooms

Cross training before moving to Samara region

June 2016 —
December 2017
1 year 7 months

Mercure Tyumen Center

Tyumen

Hotels, Restaurants, Food Service Industry, Catering

- Catering (Outside Food Services)
- Restaurant, Food Service Industry, Fast Food
- Hotel

Operations Director

Business Hotel, pre-opening

192 rooms

100 subordinates

Management of 4 operational departments - Front Office, Housekeeping, FB and Kitchen

- organization of effective work of the services
- organization of effective work of departments in accordance with the standards of AccorHotels, Russian legislation
- design and implementation of operational strategies to meet the objectives of the company, as well as

meet the needs of guests

- creating and maintaining a friendly atmosphere for both hotel guests and staff
- drawing up a monthly duty schedule
- organizing and conducting large-scale events for such companies as Gazprom, Rosneft, Sibur
- development and implementation of a restaurant menu, monthly sales analysis
- Negotiating with partners, external organizations, conclusion of contracts
- Monthly reporting, presentations.
- conducting internal quality audits of all operational services of the hotel
- interaction with government persons
- conducting various trainings for hotel staff (management, FO, FB)
- monthly reporting to the head office
- interaction with the sales department, development of marketing strategies and plans;
- working with the revenue manager for pricing, preparation of the rate grid, conducting training for the reservations and the reception departments;
- analysis of competitors
- participation in the preparation of the annual budget and its protection; budget execution control
- work with the HR department - development of motivation programs for employees, holding monthly meetings with all hotel staff
- interaction with the technical service, regular check of rooms and the general condition of the hotel infrastructure. Renovation of rooms, maintenance of all technical objects in good condition

December 2014
— June 2016
1 year 7 months

Mercure Tyumen Center

Front office manager

Business Hotel
193 rooms
Pre-opening project

- organizing efficient work of front office department in compliance with ACCOR standards, Brand requirements and Country legislation
- monitoring the quality of services provided and handling guest complaints
- creating and participation in internal trainings for the staff
- creating a learning information for newcomers

December 2007
— December
2014
7 years 1 month

Novotel St. Petersburg Centre

Saint Petersburg, accorhotels.com

Hotels, Restaurants, Food Service Industry, Catering

- Catering (Outside Food Services)
- Restaurant, Food Service Industry, Fast Food
- Hotel

Deputy Front Office Manager

Business Hotel
233 rooms

Shift-leader 2010-2012
Receptionist 2008-2010
UVIR clerk 2007-2008

March 2011 —
April 2011
2 months

Novotel Zurich Airport Messe

Switzerland, accorhotels.com

Hotels, Restaurants, Food Service Industry, Catering

- Catering (Outside Food Services)
- Restaurant, Food Service Industry, Fast Food
- Hotel

Deputy FOM

cross-training

Education

Higher

- 2022 **Entrepreneurship Development Institute of India (EDII), Ahmedabad, India**
ITEC Programme on "Entrepreneurship and Small Business Promotion"
- 2021 **Russian State University of Tourism and Service**
Hospitality Management, Strategy of Hotel Development
- 2020 **"ArtFuture" Art School**
Landscape Design
- 2013 **St. Petersburg State University of Culture and Arts**
World Culture

Professional development, courses

- 2021 **Revenue and Reservation**
Signature Worldwide, Improve sales skills
- 2021 **Recruitment / Mentoring and assessment**
ACCORHOTELS, Hospitality
- 2020 **Training for Trainer**
ACCORHOTELS, Hospitality
- 2019 **Social Media**
AccorHotels

Key skills

Languages

Russian — Native
English — C1 — Advanced
Italian — A1 — Basic
French — A1 — Basic

Skills

Business Planning Hotel Programs Hospitality Business English
Project management Presentation skills Analytical skills
Team management Leadership Skills

Further information

About me

- Good planning skills
- Good managerial and organizational skills
- Strong knowledge of international market and guests (working close with Indian market in terms of hospitality and tourism, getting lots of Indian tour operators contacts from different part of India)
- Opera, Fidelio, Micros programs, 1c, r-keeper

- DATA Web, RESA Web, all Accor special programs and soft
- 2 diplomas from the Government of Amur region for tourism development in the city and region